

# JOIBUS Terms and Conditions

## **1. Making a reservation**

- Please complete booking form by providing correct and up-to-date information.
- Passport must be valid at least 6 months after the tour joining date.
- It is the customer's responsibility to ensure that all members of their party are in possession of valid travel and health documents prior to departure, and to ensure that all members of their party comply with valid visa, passport or other travel regulations required for countries they will be visiting.
- JOIBUS will not be liable if your passengers are refused entry or delayed. Any financial losses including curtailment of tour resulting from incorrect or invalid travel documents are at the passenger's own expense.

## **2. Safeguarding and personal liability**

- JOIBUS is not liable for any delay or expense of any kind.
- JOIBUS will accept no responsibility for losses or expenses due to accident, delay, weather, strike or causes beyond its control.
- JOIBUS will not be held responsible for any loss or expenses if passengers are refused entry at any country border.
- JOIBUS is not liable and does not repay if passengers decide to divided during the tour.
- JOIBUS reserves the right to alter or curtail the itinerary substitute hotels and/or conveyances as it is deemed necessary.
- JOIBUS also reserves the right to request any individual to withdraw from the tour if deemed his/her act of conduct is detrimental to or incompatible with the interest, harmony and welfare of other passengers and the tour as a whole. We shall be under no further liability thereafter to any such person.
- Any unused portion of the tour is non-refundable, including meals listed in the itinerary or activities if for any reason the passenger cannot participate with the program during the tour.

## **3. Condition**

- If it does not meet the minimum number of participants (1pax) 30 days before the service date, the tour may not be conducted. And neither the tour may not be conducted due to natural disasters, strikes, war, political changes, landslides or any other reasons of force majeure.
- When the tour reaches maximum numbers of participant, you may not be able to participate on the desired date.
- The time and tour schedule shown are subject to changes without prior notice due to unpredictable local circumstance such as strikes, national events, sudden closures, or traffics. In the event of such, you will be informed of alternative places or tour might get canceled. In case of change after departure, there is no refund.
- In the event that we determines that it is inevitable in order to seek the safe and smooth conduct of the tour due to natural disasters, strikes, war, political changes, landslides or any other reasons of force majeure, the tours will be cancelled even after the reservation is confirmed.
- JOIBUS leaves on time. Please gather at the meeting time. If customer does not show up by departure time, bus will depart without waiting. Please note there is no refund in this case.

- During tours, driver or assistant will advise departure time at each stopping points.
- JOIBUS is free seating and it is unable to assign seat in advance.
- Toilet in the bus is for emergency use only.
- Please refrain from eating and drinking in the bus.
- Smoking is prohibited on all coaches.
- Passengers are responsible for loading and managing luggage brought onto the bus (including the trunk). We cannot compensate any lost or broken items.
- Porter service is not included. Also, porter service is not included in the work of the driver and guide (assistant).
- Passengers are responsible for their personal belongings. Please do not leave valuable items on bus and take it with you at all time.
- JOIBUS cannot be liable for any delays or charges incurred by a single passenger or group, due to a passenger's negligence, missed connections, late arrival at joining point. For any serious emergencies, please call our emergency numbers.

#### **4. Responsibilities**

- JOIBUS will not be held responsible for passenger carrying unlawful items, irregularities. Any loss and expenses are at the responsibility of the passenger.
- Driver and other human service cannot be held liable nor should they be asked to compensate for lost or stolen personal belongings due to theft, loss and other causes during the tour. Any assistance provided is at their discretion.
- JOIBUS acts only as an agent and/or intermediary for independent suppliers. As a result it retains other contractors to provide transportation, accommodation and other related travel services. JOIBUS accepts no responsibility for losses or any additional expenses or/ and distress due to delay, sickness, weather, strikes or any other causes beyond our control.
- Whilst every effort is made to operate this tour as advertised, on occasion it may be necessary to make changes to hotel, route or tour planning due to reasons beyond our control. JOIBUS will not be held liable for compensation in case of changes to itinerary or overnight accommodation.
- It is strictly prohibited to bring illegal and/or contraband items on tour. JOIBUS will not be held liable when passengers breaking these rules face imprisonment, loss, injury, charges or fines.

#### **5. Cancellation**

- To safeguard overall passengers' safety and comfort, we reserve the right to remove participants from a tour and to forfeit their tour participation without claim to refund or damages.
- Please carefully check conditions under each product.

#### **6. Luggage – Limits of responsibility**

- Free baggage allowance: 1baggage free per person. Extra baggage or oversize baggage charges:€10(UK £10) per

baggage

- Max. size and weight : Total dimensions within 203cm/30kg per bag.

#### **7. Emergency Telephone**

- In the event that an emergency arises during the tour, the passenger should call our emergency numbers.

#### **8. Insurance**

- JOIBUS has taken out travel insurance to cover all of its passengers. This insurance has its limits to coverage for compensation. If you intend to secure more inclusion cover than we serve, we suggest you declare it before starting the tour and take out extra insurance that provides additional cover.

#### **9. Application**

- To provide Services via application of JOIBUS and any additional services, KK Miki Tourist, uses passengers' personal information as followings, in accordance with our Privacy Policy
  - Name
  - Nationality
  - Sex
  - other related information

#### **Update**

We may modify our JOIBUS Terms and Conditions from time to time for various reasons including to reflect changes to our Service, and to comply with relevant laws.

You can refer to the latest update at <https://www.globalmyu.net> (Agent use only)

13, March, 2019  
MIKI TOURIST